

Business Coaching

Business Coaching is delivered by an expert in a particular field of business and the content depends on your specific needs. It is delivered by a mixture of the coach being an expert and a facilitator, using directive management of the programme and a non-directive style of coaching throughout.

This kind of individualised development is becoming more valuable as company directors and senior executives do not have time to wait for a scheduled training programme or even spend days away from the office. Although more expensive than training, business coaching is more convenient and thus entails a lower opportunity cost for a busy company director or executive, since our business coaches will be flexible enough to meet where and when the client wishes.

Typical issues:

- Developing a compelling vision, mission and strategy
- Understanding and using numbers (Key Performance Indicators)
- Planning and Execution
- Sales and Marketing
- Recruiting Winners
- Influencing and Presenting
- Managing Time
- Leading People
- Coaching Winners
- Team Development
- Thinking like a winner

Our Approach to Quality

Accreditation

All our coaches undergo a rigorous accreditation process by ourselves leading to 'Master Coach' Status, which includes the following:

Professional Development

Our unique professional development programme focuses on two aspects: coach specific training and business specific training. Our coaches have dedicated time throughout the year to engage together in development activities, including master-classes and dedicated time to share new techniques and innovative coaching approaches with other associates. This is in addition to the development that our coaches gain through individual learning and supervision.

Client Satisfaction

Our supervisors carry out regular client surveys to obtain feedback on the impact of our coaching programmes. This non-attributable data is used in supervision sessions to help our coaches develop their skills and is reviewed by our quality team to ensure that we address any emerging training or development needs.

Supervision

All our coaches operate with the benefit of regular independent supervision, which serves two purposes: quality assurance, to ensure clients are receiving the best possible coaching and skills development for the coach. Supervisors feed back to a dedicated quality management team any themes emerging from supervision that they believe we should address through our training policies and professional practices.

Our Coaching Process

Matching Meeting

Following an overview, we hold an introductory meeting with the individual to be coached in order to:

- Explain the process and possibilities
- Establish the individual's initial objectives
- Allow the client to experience the coach's style and approach first hand
- Act a chemistry check

Session One

In our first coaching session we aim to:

- Gain an understanding of the client's goals and motivations
- Refine the objectives for the programme and draw up a coaching contract
- Agree any additional information that would assist in meeting the objectives. I.e. stakeholder interviews, multipoint feedback, leadership profile, psychometric tests etc.

Session Two

In our second session we aim to:

- Review feedback from others, psychometrics and profiles as identified in session one
- Build an action plan for meeting the objectives
- Identify short-term wins

Session Three Onwards

Session three onwards is aimed at putting the learning into practice, tracking success, reviewing the action plan, deciding what's worked and what hasn't and drawing conclusions for the future. We respond to individual's needs and learning styles. Interventions include some or all of the following:

- Raising self-awareness
- Planning for events
- Discussing & overcoming challenges
- Expanding understanding
- Brain-storming
- Committing to action

Final Session

The final session is focused on reviewing the client's progress and planning for future sustainability, we aim to:

- Review against initial objectives
- Give transactional feedback, as agreed up front
- Plan actions for sustainability
- Identifying ongoing support where appropriate